

KALAMAZOO PUBLIC LIBRARY

COVID-19 RESPONSE AND PREPAREDNESS POLICY

The Kalamazoo Public Library (KPL) has developed the following COVID-19 Response and Preparedness Policy as required by State of Michigan Executive Order. In developing this plan to resume library services, the Library consulted and relied on the requirements and recommendations from several authorities and agencies, including the Kalamazoo County Health and Community Services Department, State of Michigan, Occupational Health and Safety Administration (OSHA), the Center for Disease Control (CDC), and the Library of Michigan. This plan should be considered fluid as we continue to adjust to new information and recommendations. It is presented as an overview, not as a procedural manual.

I. PHASES OF REOPENING

We have determined several phases that will gradually increase service offerings given social distancing guidelines and federal, state, and local agency recommendations. These phases allow us to increase services when appropriate, and to take a step back if necessary. There are no timeframes assigned to these phases, since each phase will expand when it is deemed safe to do so. During each phase, staff will be required to follow all safety protocols and personal protection equipment (PPE) requirements set forth in this Policy.

Phase 1, Part 1: Staff prep	<i>Staff return onsite to prepare buildings and plan for public service activities; remote work continues when possible</i>
Phase 1, Part 2: Curbside Drop-off	<i>Curbside return of library materials only, no public service inside any library facility, and limited in-person contact; remote work continues</i>
Phase 2: Curbside Pickup	<i>Curbside materials pickup, will merge with phase 1; limited in-person contact; remote work continues</i>
Phase 3: Limited Access	<i>Patrons allowed in libraries, with limited capacities, hours, services, and spaces; social distancing requirements</i>
Phase 4: Full Access	<i>A return to near normal activities</i>

Library Phase 1, Part 1: Return of some staff for preparation and planning of library operations and public services

- Buildings are closed to public access
- Some staff return, working reduced and staggered shifts to adhere to social distancing
- Remote staff continue to support virtual services: remote reference, virtual programming, and discrete projects as assigned
- The Library will train all staff to ensure awareness of health screening protocols and isolation procedures, infection prevention measures, cleaning protocols, and HR policies
- Buildings will be cleaned, disinfected and stocked with personal protective equipment (PPE).
- Installation of floor markings, physical barriers (stanchions, plexiglass)
- Staff will observe social distancing protocols that include required mask use
- Staff will be responsible to clean and disinfect individual workstations at regular intervals
- Cataloging and processing of materials resumes with new materials being quarantined for the recommended 72 hours before unpacking
- Friends of the Library volunteers return for preparation; no donations of used materials until further notice.

Phase 1, Part 2: Curbside drop-off of checked-out library materials only, no public service inside any library facility, and limited in-person contact; remote work continues

- Buildings are closed to public access
- Established curbside intake hours:
 - Branches: Monday - Thursday, 12pm-6pm
 - Central: Monday - Friday, 12pm-6pm
- More staff return to assist with curbside intake of materials. This phase may be only 1-2 weeks or less
- The Library will continue to train all staff to ensure awareness of health screening protocols and isolation procedures, infection prevention measures, cleaning protocols, and HR policies
- Staff will communicate the procedures and policies of curbside service to the community
- Staff will be scheduled in teams as much as possible to enable better contact tracing if necessary
- Continued emphasis on remote work when possible
- Curbside intake will involve minimal in-person contact
 - Patron-initiated pedestrian and vehicle drop off materials directly into quarantining PODS or garage spaces;
 - Materials will be quarantined for the recommended 72 hours before cleaned and discharged
- Traffic flow for pedestrians at vehicles and drop-offs will be designed for safety and efficiency
- Friends of the Library used book donations are discontinued until further notice
- MelCat interlibrary loan services will be unavailable until further notice—excluding the return of MelCat items

Phase 2 Curbside Pickup: KPL staff will process patron holds on materials and provide a safe way for patrons to pick up their selections via vehicle or walk-up

- Buildings are closed to public access
- More staff return onsite
- Continue to communicate with staff to ensure all safety, building, service expectations, and HR policies are understood

- Phase 1 Curbside Drop-off will be ongoing
- Staff will communicate the procedures and policies of curbside service to the community
- Patrons self-initiate requests for library materials by way of normal online holds requests, and by phone
- Hours may be increased for this phase depending on volume for materials requested

Phase 3 Limited Access: all KPL locations will reopen with limited hours, and limited access to services, technology, and spaces.

- Public open hours to be determined
- Staff will communicate the procedures and policies of limited service to the community
- Notices to patrons for social distancing requirements, changes to service, and health and safety information will be posted at all library entrances, and throughout the library as necessary
- Patrons who are exhibiting COVID19-like symptoms, or who have been exposed to an infected individual within the past 14 days should not enter the library
- Patrons must wear a face covering while in the library until further notice, unless medically unable. Staff and security will offer one (1) free non-medical mask per day to patrons who need one
- Building and space capacities will be determined by executive order requirements and the library's ability to ensure social distancing requirements
- A patron's time in the library will be limited to 1 hour maximum overall, and 30 minutes public computer usage time to maintain social distancing requirements and allow all patrons reasonable access to available collections, services, and technology
- Access to library stacks may be restricted to ensure social distancing
- Staff stationed at entrances and throughout the library will proactively assist patrons, communicate changes to service, and help FM staff in cleaning and disinfecting high touch surfaces
- Public computers will be spaced at least 6 feet apart. Keyboards and mice will be covered with disposable plastic wraps and changed for each new patron use. Computer workstations will also be cleaned and disinfected between each use
- Seating availability will be reduced, and all seating arrangements will ensure six feet of distance between chairs, computer workspaces, and desks
- Play spaces and toys will not be available
- Elevators will be restricted to one person at a time or one related/associated small group per use
- Meeting rooms and program spaces will be unavailable for public use during this phase
- Newspapers and magazines may be temporarily unavailable
- Hand sanitizing stations will be located conveniently throughout the library and in elevators
- FM staff will be clean and disinfect public bathrooms at least four times per day

Phase 4 Full Access: A return to near normal activities

- This phase will be dependent on pandemic trends, executive order requirements, and recommendations from health officials
- Increases in open hours, seating, room use, onsite programming

II. DESIGNATED WORKSITE SUPERVISORS

Each KPL location has designated worksite supervisors to implement, monitor, and report on KPL's COVID-19 control strategies. The Head of Facilities Management is responsible for Central location, and Branch Managers are responsible for their respective branches. Each worksite supervisor may assign other designees when not on site or when necessary.

III. MANDATORY COVID-19 SCREENING PROTOCOL FOR EMPLOYEES, VENDORS & CONTRACTORS

An employee who experiences a fever and/or respiratory, or other COVID-19 symptoms should not report to work

Effective immediately, all employees, vendors, or contractors reporting to a KPL location for work or service will be screened for COVID symptoms and have their body temperature taken as a precautionary measure to reduce the spread of COVID-19. Each individual will be screened—including having their temperature taken—when reporting to work or entering a building for the first time each day.

Employees should report to designated locations (see below) upon arrival at work and prior to entering any other areas of library property. **Social distancing of at least 6 feet should be maintained at each screening location.** Each employee, vendor, and contractor will be screened at the following locations by an individual designated by HR.

Central	Staff entrance – 1 st floor entry door
Eastwood	Building main entrance
Oshtemo	Staff entrance in garage
Powell	Side staff entrance from hallway
WSQ	Staff entrance to basement via stairs

- Each employee, vendor, and contractor will be screened by an individual designated by HR using a touchless forehead/ temporal artery thermometer. The employee's temperature and answers to symptom and exposure questions will be documented and the record will be maintained as a private medical record.
- In addition to temperature screening, the following questions will be asked every day:
 - (a) do you have any of the following symptoms that are not associated with a chronic or known medical condition that is not COVID-19 such as new or different cough, shortness of breath, difficulty breathing, chills, fatigue, muscle or body aches, headache, sore throat, congestion or runny nose, nausea or vomiting, or diarrhea;
 - (b) have you been in close physical contact with (within 6 feet of) someone for a prolonged period of time (10 minutes or more to 30 minutes or depending upon

particular circumstances, such as how close the individuals worked and whether they shared equipment, tools, or other items) within the past 14 days who has COVID-19 or who is displaying one of the symptoms described above.

- The employee's, vendors, or contractor's temperature and answers to symptom and exposure questions will be documented and the record will be maintained confidentially as a private medical record.
- Individuals whose temperatures are below 100.4 and report no exposure or COVID related symptoms will be allowed to proceed into the building.
- Anyone who has either a fever at or above 100.4 degrees Fahrenheit, is experiencing COVID related symptoms or has been exposed to persons with known or suspected COVID-19 will be sent home.*

The following steps will be taken when an employee, vendor or contractor tests positive or presents symptoms for COVID-19 as set forth in question (b) above:

1. Isolate/Quarantine Employees, Vendors, or Contractors with a Confirmed Diagnosis or Symptoms

An individual who has tested positive, is diagnosed with COVID-19 or is experiencing COVID-19 related symptoms should remain home until released by a physician or public health official. If a medical note releasing the employee is unavailable, the guidelines from the CDC will be followed.

- At least 3 days (72 hours) have passed since recovery defined as resolution of fever without using fever-reducing medications and improvement in respiratory symptoms (e.g. cough, shortness or breath); and,
- At least 10 days have passed since symptoms first appeared.

Or

- Resolution of fever **without** the use of fever-reducing medications **and**
- Improvement in respiratory symptoms (e.g., cough, shortness of breath), **and**
- Negative results of an FDA Emergency Use Authorized COVID-19 molecular assay for detection of SARS-CoV-2 RNA from at least two consecutive respiratory specimens collected ≥ 24 hours apart (total of two negative specimens)*.

2. Address and Isolate Employees, Vendors, or Contractors Who Have Been Exposed to Someone with a Confirmed Diagnosis or Symptoms

- An individual who has been in close physical contact with (within 6 feet of) another individual for a prolonged period of time (10 minutes or more to 30 minutes or depending upon particular circumstances, such as how close the individuals worked and whether they shared equipment, tools or other items) who has displayed COVID-19 symptoms or who has tested positive for COVID-19 must stay home for 14 days from the last date of close physical contact unless the symptomatic individual tests negative for COVID-19.

- An individual who has tested positive to COVID-19 who has been on site at a KPL location will be asked to identify all individuals who were in close proximity (within six feet) for a prolonged period of time (10 minutes or more to 30 minutes or depending upon particular circumstances, such as how close the individuals worked and whether they shared equipment, tools or other items) with them during the prior 14-day period. All employees who worked closely with the infected individual will be sent home for 14 days from the last date of close physical contact under CDC guidelines (below) to ensure the infection does not spread.
- When an employee is identified with a confirmed case of COVID-19, HR Department will notify Kalamazoo County Health and Community Services Department within 24 hours.

3. Clean and Disinfect Workplace

After a confirmed COVID-19 case, Facilities Management will follow CDC guidelines for cleaning and disinfecting the workplace.

4. Notify Kalamazoo County Health and Community Services Department

When an employee is identified with a confirmed case of COVID-19, HR will notify Kalamazoo County Health and Community Services Department within 24 hours.

*Time spent waiting for the daily health screening will be considered as time worked for hourly staff members so they should report any discrepancies in time.

**Employees unable to leave the premises via their own personal transportation will be isolated from other employees and the public until transportation can be arranged (No employee should be sent home via public transportation).

IV. Staff Safety Protocols & Personal Protection Equipment

Upon the Library reopening and staff returning, employees will receive training by way of direct communication from supervisors and personal review of this policy, the “Safely Returning to Work Playbook,” and other resources available on the staff intranet site, myKpl.net.

The following protocols and workplace infection control practices have been established based on guidance from the Center for Disease Control and Kalamazoo County Health and Community Services Department to provide a safe environment for our employees and patrons. Employees should immediately report unsafe working conditions directly to Human Resources Department. Violations of the safety protocols or creation of unsafe working conditions will result in disciplinary action up to and including termination where warranted.

Hand-Washing

Washing hands is the number one defense against any virus. The best way to protect yourself from germs at work is to regularly wash your hands with soap and water for 20 seconds (or using a hand sanitizer with at least 60% alcohol) at key times:

- Every time you enter the library
- Before and after handling library materials
- Before, during and after preparing food
- Before eating food
- Before and after caring for someone at home who is sick
- Before and after treating a cut or wound
- After using the toilet
- After blowing your nose, coughing or sneezing
- After touching garbage

Every employee workstation will be supplied with hand sanitizer.

Social Distancing

Social distancing is a simple yet effective mechanism to reduce the risk of person-to-person infection. KPL employees should maintain a social distance of 6 feet while working with co-workers and patrons whenever feasible.

Workstations/Points of service

- Whenever possible, workstations and points of service will be arranged to allow separation of 6 feet. Physical barriers may be installed where this distance cannot be achieved.
- Utilize physical barriers (e.g, plexiglass shields or face shields) to minimize the risk to social distance violations.
- Floor markings and signage will be used to indicate social distancing requirements.

Scheduling/Remote Work

Flexible, staggered and rotating schedules will be implemented to reduce the numbers of staff in work areas whenever possible.

- Managers and salaried staff will be encouraged to develop new and maintain established remote work arrangements.
- Library business travel (conferences and regional meetings) will be restricted for essential purposes.

Meetings

- Virtual meetings should be utilized whenever possible.
- In-person meetings should take place in designated meeting rooms with 10 employees maximum as long as social distancing can be maintained within the space.
- Interaction to exchange information or quick meetings on in work and public spaces should respect social distancing.

Staff Room/Break areas

- Breaks and lunch times will be staggered to ensure social distances in the designated spaces at each location.
- Seating and tables will be limited and spaced appropriately.

Masks/Face-Covering

All KPL employees are now required to wear a mask or cloth face-covering that **covers their mouth and nose at all times*** while in any KPL facility until further notice.

Employees may utilize their own face-coverings and masks or non-medical (antibacterial and dustproof) disposable protective face mask will be provided for staff. Face shields will also be available upon request and must be worn with a mask/face-covering unless otherwise indicated for health or safety reasons.

*Please note the following exceptions:

- Employees whose health or safety is put at risk by wearing a mask or cloth face-covering are not required to do so. If this applies to you, please contact HR at terryn@kpl.gov or 553-7931. Face shields will also be available for staff unable to wear a mask or face-covering.
- Employees who work on their own in an enclosed space (e.g., their own office) are permitted to remove their mask if they are seated at least six feet from the doorway. However, they must wear their mask or face covering at all other times.
- Employees who wish to eat or drink may remove their mask to do so, provided they are situated six feet away from others, perform the necessary hand hygiene and replace the mask when they are done.

KN95 respirator masks will be available for staff upon request. Users of this type of respirator will be required to sign a **Voluntary Respirator Use Agreement** and receive training on proper use of these masks. Staff requesting this mask should check with their health care provider as KN95 respirators can make it more difficult to breathe and may not be recommended for those with chronic respiratory, cardiac or other medical conditions.

Gloves

The CDC recommends wearing gloves only when you are cleaning or caring for someone who is sick. KPL will only require staff to wear gloves when cleaning, when exposed to any chemical in the course of work or administering CPR, Narcan or other first aid procedures.

Gloves are not recommended for general protective uses for the following reasons:

- Gloves often create a false sense of security for the individuals wearing them. People are more likely to touch contaminated surfaces because they feel they are protected from the virus.
- Touching your face with contaminated hands, whether gloved or not, poses a significant risk of infection.
- People are less inclined to wash their hands when wearing gloves.

Facilities Management will ensure the appropriate supply of Personal Protection Equipment (PPE) and cleaning supplies at each location. Please contact FMuser@kpl.gov if supplies are low.

Mask (disposable)	1 mask per day per employee/patron
Nitrile gloves	As needed
Face shield	1 per employee as requested
Plastic clothing covering	1 per shift as requested

V. Disinfectant Measures

General Disinfectant Measures:

- The measures listed on the chart below should be implemented to reduce risk and spread of infection
- The disinfection steps outlined below should be completed routinely, based on frequency listed to disinfect workplace surfaces, chairs, tables, etc., and protect employees and patrons.
- Along with these workplace disinfectant activities, proper personal sanitary practices including frequent hand washing are also necessary.
- While KPL custodians are responsible for completing most of the task list routinely (except cleaning returned materials), all staff are responsible for completing some routine workplace disinfectant tasks, i.e. wiping their own workspaces, cleaning up after themselves, and disinfecting frequently used surfaces. When necessary, various staff will be required to assist in cleaning high touch public area surfaces during the day to supplement or assist FM staff.

Routine Cleaning and Disinfecting Measures:

Area/Place	Surface	Disinfectant or Cleaner	Procedure	Frequency	Who
Common Customer Surfaces	table tops, small study spaces, computer surfaces	EPA-approved disinfectant	Manufacturer directions on label	Between each use	all staff
Offices, desks, & meeting rooms	table and chair surfaces	EPA-approved disinfectant	Manufacturer directions on label	At the end of each meeting, and end of day	all staff
General objects often touched or used	Door handles, light switches, phones, elevator buttons	EPA-approved disinfectant	Manufacturer directions on label	At least 4 times per day	all staff

Lab equipment	Lab spaces, equipment	EPA-approved disinfectant	Manufacturer directions on label	Between each use	all staff
Playspaces and toys	Removed or closed until further notice	EPA-approved disinfectant	Manufacturer directions on label	Removed until further notice	n/a
Returned materials	All materials checked out	EPA-approved cleaner	Manufacturer directions on label	Cleaned after a 72-hour quarantine period	Circulation staff
Restrooms	All surfaces, mirrors, counters, floors	EPA-approved disinfectant	Manufacturer directions on label	At least 4 times per day	FM staff

VI. Advanced Disinfection Protocol

The Routine Disinfection Measures should be followed regularly, whereas the Advanced Disinfection Protocol is triggered when an active employee has tested positive for COVID-19 and HR notifies FM department of a positive case.

Advanced Disinfectant Protocol, due to a positive COVID-19 case

- COVID-19 advanced disinfection is triggered when an active employee has tested positive for COVID-19.
- Wait 24 hours before cleaning and disinfecting to minimize potential for other employees being exposed to respiratory droplets. If waiting 24 hours is not feasible, wait as long as possible.
- If a delay is proposed of greater than a shift, an additional disinfection of potentially impacted common surfaces should be completed during the interim period.
- If multiple employees in an agency or location are confirmed to have a positive COVID-19 test, the agency may close for a period of at least 72 hours to allow for natural deactivation of the virus followed by a comprehensive disinfection of the area or building by custodial staff.

Additional considerations:

If Library staff is unable to keep up with the demands/need for disinfecting KPL for any reason, the Head of Facilities Maintenance will contact an approved company to perform this work. An approved company must meet the following requirements:

- Trained personnel to execute the process of advanced disinfection.
- Proper equipment and PPE to perform the task.

- All necessary procedures and local authorizations or permit to perform disinfection services.
- Use of approved COVID-19 disinfectant chemicals to perform this activity.

FM must coordinate and supervise the disinfection process. They must ensure that:

- There is a specific plan and strategy to disinfect Library facilities and materials.
- Only authorized people can access the site during the cleaning operation.
- All third party team members are using any required PPE.
- Assure that employees are made aware that the work areas have been disinfected.

VII. AUTHORITY:

Due to the ever-changing nature of a pandemic the Board grants the Library Director the ability to alter, change, or adapt this policy and reopening plan according to pandemic circumstances; and as the Director deems necessary to comply with local, state, and federal requirements and recommendations.

The Library Director shall have the discretion to reopen the Library, adhering to local, state and federal requirements and recommendations, as the Library Director determines necessary for the health and safety of the staff and the public.

The Library Director may adjust levels of services as indicated by the COVID-19 Response and Preparedness Policy based on the pandemic circumstances existing at the time and in the interest of Library staff and the public's health, safety, and welfare.

The Library Director has the authority to address and determine appropriate staffing levels for each stage and whether staff can work from home or must work in-person.

The Library Director may cancel or limit Library programs, and/or close or limit hours of operation based on the pandemic circumstances existing at the time.

The Director will remain in contact with the Library Board regarding any alterations to the policy, and KPL will notify the public about changes to service via printed postings and various electronic means.

VIII. Enforcement

Patrons may not enter the Library or may be required to leave if they are not in compliance with any safety protocols or requirements in the Policy, Reopening Plan, or any condition or modification established in writing by the Library Director pursuant to this Policy. Only the Library Director or his/her designee has the authority to suspend or limit privileges pursuant to this Policy. If any patron receives a warning or has privileges suspended or limited, the Library shall fill out an incident report and shall provide written notice of the violation when possible. If the Library does not have the ability to provide written notice, the Incident Report shall identify when notice was provided. The Library may provide additional suspension periods for subsequent violations of the same rule or requirement.

IX. Right of Appeal

Patrons may appeal a decision to remove a patron or deny entry to the Library by sending a written appeal to the Library Board within ten (10) business days after the date the privileges were revoked, denied or limited. The appeal must be sent to the President of the Library Board. The decision of the Library Board is final.

VII. Applicability

Unless specifically addressed by this Policy, this Policy is not intended to govern or regulate specific employment issues or policies involved with staff returning to work. All existing Library policies remain in effect unless in conflict with this Policy. In case of a conflict, this Policy shall govern. The Policy